

YOUTH SERVICES POLICY

Title: Entrance Posts for Secure Care Facilities (Front, Rear/Back, Pedestrian and Vehicular) Next Annual Review Date: 04/24/2014	Type: C. Field Operations Sub Type: 2. Security Number: C.2.16
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References: References are listed in Attachment C.2.16(a)	
STATUS: Approved	
Approved By: Mary L. Livers, Deputy Secretary	Date of Approval: 04/24/2013

I. AUTHORITY:

Deputy Secretary of Youth Services (YS) as contained in La. R.S. 36:405. Deviation from this policy must be approved by the Deputy Secretary.

II. PURPOSE:

To establish procedures to enable secure facility staff manning front entrance posts to maintain uniform effective operations and promote public safety.

III. APPLICABILITY:

Deputy Secretary, Assistant Secretary, Undersecretary, Chief of Operations, Deputy Assistant Secretary, Director of IS, Regional Directors, Facility Directors, and YS facility staff who are assigned to front entrance posts.

Facility Directors are responsible for ensuring that the uniform procedures outlined in this policy are included in facility Post Orders and Standard Operating Procedures (SOPs).

IV. DEFINITIONS:

Executive Staff – YS staff that hold the positions of Deputy Secretary, Assistant Secretary, Undersecretary, Chief of Operations, Deputy Assistant Secretary, General Counsel, and Regional Directors.

Facility Grounds – Any place at a YS secure care facility where youth may possibly have access, either supervised or unsupervised.

Official Facility Guest – Law enforcement officers, officials of YS, elected officials, approved news media representatives, judges, magistrates, commissioners of the 19th JDC and court reports who accompany them, Civil Service Referees, and any other facility guests as designated by the Deputy Secretary, Assistant Secretary or Regional Director. (It is anticipated that facility guests of this classification would primarily be under staff escort or observation while within the facility.)

Operations Shift Supervisor (OSS) – Designated staff responsible for a range of duties that support management in maintaining a safe, secure facility. Shift Supervisors oversee administrative and operational security activities during specific shifts; manage staff during each assigned shift; ensure adequate security coverage; lead count procedures; oversee the custody, supervision and control of secure care youth; manage frontline security staff; assist in controlling youth movement; assist in directing the use and issuance of keys, locks, and security equipment.

Pat-Down Search - A search of a fully clothed person, conducted by a member of the same sex, for the purpose of discovering contraband.

Property Searches – Searches of personal property brought onto facility grounds, including but not limited to, vehicles, lunchboxes, purses, coats, jackets and briefcases.

Security Checks – Inspections of gates, doors and parking lots to ensure that the front entrance of the facility is secure and safe, and checks of assigned security equipment for accountability and to ensure all equipment are operational.

Security Manual - A comprehensive written standard operating procedure (SOP) that includes, but is not limited to, controlled access for authorized individuals to buildings 24/7.

Trip Ticket - A form required when youth are scheduled to go on a trip off facility grounds (Note: A trip ticket form includes the date, name of assigned drivers(s), vehicle unit number/vehicle license number and whether the vehicle checklist was completed or not, destination, purpose of trip, youth name(s), the time out/time in, mileage in, comment section, medication information and approval for the trip.

Unusual Occurrence Report (UOR) – A form/document [refer to YS Policy No. C.2.6 (b)] that must be completed by staff to report incidents or observations of

events that may have an impact on any aspect of the agency. UOR forms shall be made available to all employees, working all areas at all times. Employees must complete and submit a UOR prior to the end of their tour of duty on the day the incident was observed or comes to the employee's attention in any way. If a UOR form is not available, the employee must use any paper available to report the pertinent information. UORs may also be submitted by email in any format.

V. POLICY:

Since secure care facility entrances are vulnerable to serious custody breaches and the introduction of contraband, it is vital that procedures exist to ensure complete security at those entrances. Therefore, it is the Deputy Secretary's policy that all secure care facilities establish and maintain uniform post orders for front entrance posts, in accordance with the procedures outlined in this policy, to ensure that YS employees, youth and the general public are protected.

Due to the fact that Executive Staff are at a secure care facility intermittently, and are escorted by the highest ranking person on the campus, they are exempt from Section VI. C. 9. and 10 below. The Deputy Secretary, Assistant Secretary or Regional Director may authorize an exemption for official facility guest or other YS employees deemed necessary. Approved exemptions shall be forwarded to the Facility Director and the front entrance in writing, using Attachment C.1.16 (b).

Executive Staff are also exempt from Section VI. C.11. below, and are authorized to drive personal vehicles, also exempt from searches, onto the grounds of a YS secure care facility.

VI. PROCEDURES:

Since front entrances are the most essential part of secure care facilities and must be manned at all times for the safety of YS employees, youth and the general public, it is imperative that employees assigned to these posts adhere to facility requirements for obtaining prior approval for leave and the required call in time prior to their tour of duty to report absence(s) due to illness.

YS employees assigned to the front entrance posts shall be courteous and professional at all times. They are required to have a working knowledge of YS Policies, facility Standard Operating Procedures (SOPs), Post Orders and ACA Standards. In addition, they must know the location of the Security Manual and be familiar with its contents.

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In order to ensure that proper searches of all persons entering the facility are conducted, there shall be two (2) staff assigned to the front entrance at critical entrance/exit times each day. Critical times include at least the following: at shift change, during the window of time when "day employees" arrive to and leave from work, visitation, special programs, etc.). Approval must be granted by the Assistant Secretary in order to deviate from this practice.

A. General ACA guidelines for SOPs for entrance posts.

(Note: Entrances are categorized into groups such as front, rear/back, pedestrian, and vehicular.)

- A clearly written set of Post Orders containing a list and description of general duties to be performed during each shift shall be available at each entrance post.
- Post orders shall be written in sufficient detail to enable any employee assuming that post to perform the required general duties with minimal supervisory assistance, and shall include clearly described procedures for requesting supervisory assistance.
- All individuals (employees, contract providers, volunteers, interns, official visitors, repair persons, salespersons and youth visitors) entering or exiting facility grounds must show identification pursuant to YS Policy No. C.2.8. The employee assigned to the front entrance shall record their names on the Employee Log, Visitor Log or the Front Entrance Log Book with the exact time of entrance and exit. Visitors shall be directed and/or escorted by staff to their destination.

B. Initial steps for an employee to take upon reporting to a front entrance post.

1. Debrief with the employee on duty prior to shift change to verify the location of any youth who are off campus, obtain information regarding keys, radio, logbooks and ensure equipment is in working order. Conduct an inventory of all assigned state property and supplies. The results of the inventory, the general appearance of the post and the fact that the employee is assuming responsibility for the duties listed in C. below, shall be recorded in the Front Entrance Log Book.
2. Report any missing equipment to the Operations Shift Supervisor (OSS) and complete a UOR prior to end of the tour of duty.

- C. Specific duties and responsibilities for an employee assigned to a front gate post.
1. Never leave the post without proper relief or approved authorization.
 2. Maintain current Post Orders and document review and the understanding of those orders in the Front Entrance Log Book.
 3. Know the location of the facility's "Security Manual" and be familiar with its contents in order to ensure orderly security practices.
 4. At a minimum, the following logs shall be maintained at the front entrance:
 - Front Entrance Log Book;
 - Employee Log; and
 - Visitor Log
- All entries shall be legible and only standard abbreviations shall be allowed. No codes are to be used.
5. Maintain proper documentation on all incoming and outgoing traffic ensuring that only authorized personnel enter or leave the facility grounds. Keep gates closed and locked at all times when not in use for entering or exiting the facility. Identify and record the identity of all person(s) attempting to enter or exit facility grounds.
 6. Notify the Facility Director's Office when officials or members of the press, etc. arrive at the entrance for instructions and /or proper escort, unless otherwise instructed prior to their arrival.
 7. When visitors arrive to see staff, and those visitors are on official business, notify staff that the visitors have arrived. Do not notify staff of non-official business visitors.
 8. Conduct routine security checks of the entrances, doors, and assigned equipment. Visually monitor parking areas/lots which are in the vicinity. Secure all entrances and doors.

9. Conduct a visual check of all YS employee's state issued employee ID. Conduct a visual check of all visitor's/guest's valid driver's license or state issued ID.
10. Using a property search, search all persons entering the facility and inquire if the visitor is in possession of any contraband items such as listed below:
 - a. Alcohol.
 - b. Weapons, ammunition, mace (proper documentation must be maintained in the Front Entrance Log Book on all weapons kept at the front entrance. Ensure that these weapons are properly handled and stored in the designated lock box/area. Any extra ammunition shall be stored with the weapon.)
 - c. Drugs, including prescribed drugs. (Note: Any medication for chronic conditions or scheduled consumption may be held at the front entrance in the dose required for the length of time the visitor will be present. No medication shall be allowed entry on to the facility grounds without the express approval of the Facility Director/designee.)
 - d. Tape recorders, cameras, and camcorders, unless with the express approval of the Deputy Secretary/designee.
 - e. Tobacco products, fire igniters (lighters or matches) and cell phones. These items may be held in a locked box at the front entrance or in the visitors' personal vehicles.
 - f. Scanning with a metal detector (wand) is required on all persons entering the facility. If there is reasonable suspicion that a YS employee, visitor or official facility guest may be in possession of contraband, the Facility Director/designee may authorize a Pat-Down Search.
 - g. The Regional Director may authorize random unannounced Pat-Down Searches of YS employees, visitors or official facility guests.

- h. The Regional Director may authorize employees in management positions to have personal cell phones on facility grounds if the phones are used for YS business purposes only. A list of such authorizations must be maintained and forwarded to the front entrance at each revision. This list shall be updated monthly.

If any person refuses to leave any of the above noted items in their vehicle or at the front entrance, the person shall be denied entrance.

11. Conduct searches of all vehicles entering or exiting the front entrance. Require all drivers of vehicles to open glove compartments, car trunks, toolboxes, campers, etc. for inspection. Under-vehicle search mirrors shall be utilized during under body searches on all vehicles entering or exiting the facility. Documentation confirming the results of VI. C. 9. above shall be noted in the Front Entrance Log Book following each search.
12. Ensure that items belonging to the state, including food items and garden produce are not transported out of the entrance without a properly authorized permit signed by the Director/designee.
13. Document the following information on all state vehicles entering or exiting the facility:
 - Date/Time in and Time out;
 - Vehicle License Number or Vehicle Number on State Vehicle;
 - Name of Driver;
 - Number of Occupants;
 - Purpose of Trip; and
 - Name of Escort if required

Ensure that proper documentation/trip tickets are completed, signed and submitted.

14. Search all commitment youth or other youth being transported to the facility. (Refer to YS Policy No. C.2.3 which outlines required procedures to use when searching youth.)

15. Following receipt of written notification of youth(s) scheduled to go on a trip, verify the name(s) and housing assignment(s) of the youth and compare the information on the trip ticket for accuracy. Submit the count of youth(s) going on the trip to the Main Control Center before the trip is clear to leave facility grounds.

Upon youth returning to the facility from the trip, notify the Main Control Center.

16. When copies of documents (release letter/order and release checklist) authorizing youth discharges are received, verify approval and to whom the youth shall be released. Upon the person's arrival, request driver's license or identification card. Compare the individual's identification to the document authorizing the youth's discharge to ensure that the information is the same. Notify the Main Control Center prior to a youth exiting the facility grounds to ensure that all clearances have been approved. Log all pertinent information in the Front Entrance Log Book.
17. Ensure that all visitors or other outside personnel attending special functions are on the approved lists and have proper identification prior to entry.
18. ONLY clear bags may be brought inside the perimeter fence to allow for more efficient and effective inspection of property at the front entrance. The bag may be a backpack, tote bag or other item, but it **must be clear/see through. All others type bags shall not be permitted on the facility grounds without the written approval of the Regional Director/designee.**

Female staff is allowed one small bag for carrying personal hygiene items. This bag must fit into the clear bag and shall be searched.

Staff bringing meals onto the facility grounds for their personal use may bring only the amount which can be reasonably consumed at one sitting (meal, only unopened drinks, and no more than two (2) snacks). Staff shall not provide personal food items to youth unless expressly authorized by policy to do so. **All items are subject to search when entering the front entrance area.**

Items considered contraband or are unauthorized shall be confiscated. Disciplinary action may be taken on any employee transporting unauthorized items onto the facility grounds. Front entrance staff shall notify the Facility Director, the OSS, and Investigative Services located on the grounds of the facility of all findings of contraband 24 hours per day / 7 days per week. Front entrance staff shall complete a UOR prior to the end of their tour of duty, and document all actions taken in the Front Entrance Log Book.

19. Report the situation of the front entrance post at one (1) hour intervals on a 24 hour basis to the Main Control Center by radio or telephone, and document same in the Front Entrance Log Book (i.e., all OK, all clear, no unusual circumstances to report, etc.).
20. Maintain proper key control for the assigned area pursuant to YS Policy No. C.2.13 and facility SOPs.
21. Keep the front entrance area clean and ready for inspection at all times. Ensure that all cleaning supplies and equipment in the assigned area are maintained, picked up and returned according to YS Policy and facility SOPs.
22. Conduct a maintenance and safety inspection of the area and report any needed repairs to the OSS on a "Building Inspection Report" or a UOR. Document these actions in the Front Entrance Log Book.
23. Immediately correct such things as frayed cords, slip hazards and trip hazards and report them to the OSS. Ensure fire extinguishers remain fully charged and report any discrepancies to the OSS. Complete and submit any discrepancies on a UOR prior to end of the tour of duty.
24. Immediately report to the OSS the presence of all suspicious person(s) on the grounds of the facility, such as persons who gain entry to the grounds by climbing or going through the fence at any point of view, persons who run or fail to stop at the front entrance, or persons who are standing or walking around, or driving a vehicle around the facility for no obvious reason. Complete and submit a UOR on any suspicious activity reported prior to end of the tour of duty.

25. Execute appropriate emergency procedures in accordance with the facility's Security Manual, and use security devices to summon assistance in emergency situations as required of the front entrance post pursuant to YS Policies C.2.1 and C.2.2.
26. Perform any other duties relating to the post as assigned by the OSS.
27. Prepare for shift change by ensuring that all duties are addressed and that all security equipment is in place. Prepare to provide the relief with a verbal report including all relevant and pertinent information needed for the effective and efficient transfer of responsibility to the oncoming staff.

D. Security equipment located at front entrance includes the following:

- Cut Down Tool
- Escape Kits containing flex cuffs, flex cuff cutter, handcuff, leg iron, waist belt, 4D batteries and a flashlight.
- Fire Extinguisher
- First Aid Kit
- Keys
- Metal Detector
- Radios
- Spill Kit
- Telephone
- Under Vehicle Search Mirror

Previous Regulation/Policy Number: C.2.16
Previous Effective Date: 02/06/2012

Attachments/References:

